

Release Notes

hp StorageWorks Continuous Access User Interface V1.1A

Product Version: 1.1A

Sixth Edition (July 2004)

Part Number: T3031-98502

This document provides information that is not covered elsewhere in user documentation for the HP StorageWorks Continuous Access user interface V1.1A with Virtual Controller Software versions 3.0, 3.01, and 3.02. Individuals responsible for configuring, installing, and using the Continuous Access user interface should refer to this document for last-minute content.

For the latest version of these release notes and other Continuous Access EVA documentation, access the HP storage website at <http://h18000.www1.hp.com/storage/software.html>, and then navigate to the Continuous Access EVA product page. From there, click the technical documentation link.



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Continuous Access User Interface V1.1A Release Notes
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Intended audience

This document is intended for customers who have licensed Continuous Access EVA versions 1.0 or higher for their storage systems. This document contains release note information for the Continuous Access user interface V1.1, and any patches for this version (for example, V1.1A).

Related documentation

In addition to this document, HP provides the following related information:

- *HP StorageWorks Continuous Access EVA V1.1B Release Notes*
- *HP StorageWorks Continuous Access EVA V1.1 Getting Started Guide*
- *HP StorageWorks Continuous Access EVA V1.1B Operations Guide*
- *HP StorageWorks Continuous Access EVA V1.1B Design Reference Guide*,
- *HP StorageWorks Continuous Access User Interface V1.1A Installation Guide*
- *HP OpenView Storage Management Appliance Software: Using Multiple Storage Management Appliances in a SAN Application Notes V2.1*
- *HP OpenView Storage Management Appliance Software High Availability V2.1*
- Continuous Access user interface Online Help (accessible by using the help button on the user interface)

Continuous Access user interface issues

The following issues have been identified in the Continuous Access user interface V1.1 and subsequent patches.

Access denied message upon installation

When attempting to install the Continuous Access user interface from a Storage Management Appliance (SMA), you may encounter an Access Denied message after selecting the SWP file and clicking **Next**. In this situation, delete all temporary files and folders located in C:\TEMP, and then restart the installation.

Unable to find the server error messages

When starting the Continuous Access user interface you may encounter the following error message: Unable to find the server (see [Figure 1](#)).



Figure 1: Server Communication Error

If this happens, try the following actions:

- Change the address of the SMA from “localhost” to the TCP/IP address.

This message is displayed if you try to run the Continuous Access user interface from the browser on the console of your SMA. Because the Continuous Access user interface is configured to run from a client workstation, you need to modify the way you start the Continuous Access user interface if you want to run it from the SMA.

To run the Continuous Access user interface from the console of the SMA:

1. Start your browser from the SMA console.
The SMA Home page opens.
2. Click **Tools**.
3. In the address box of your browser, change the localhost setting to the TCP/IP address of the SMA. For example, if the TCP/IP address of your SMA is 100.10.1.10, you would enter it as shown in [Figure 2](#).

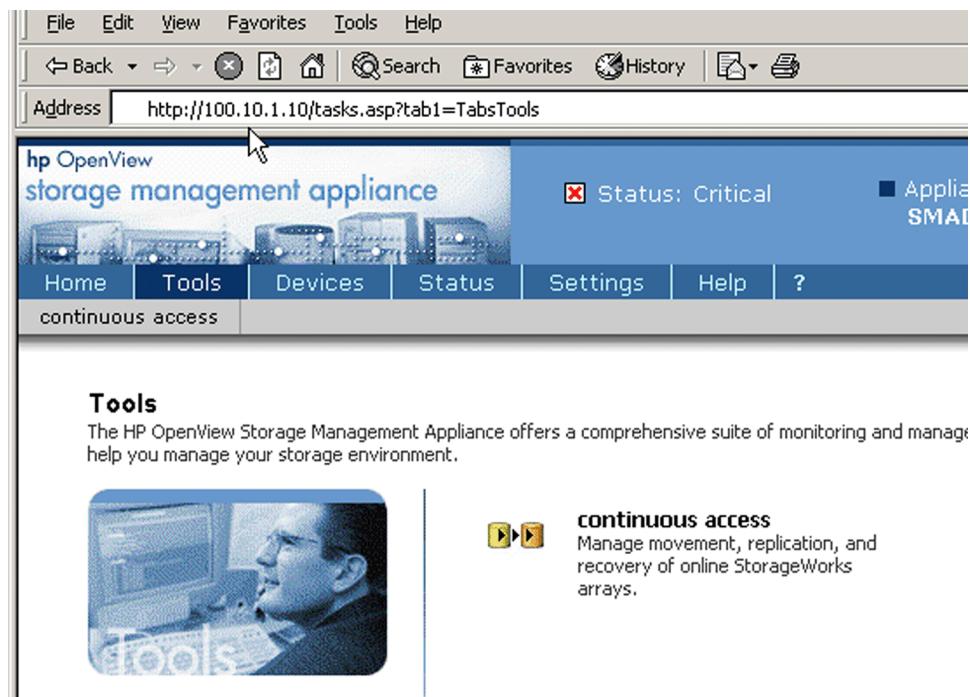


Figure 2: Changing localhost to the TCP/IP address to run the Continuous Access user interface from the SMA console

4. Click **continuous access**.

The Continuous Access user interface starts.

- Close and reopen all browser connections to the SMA. This can fix the error when caused for the following reasons:
 - The browser's caching strategy prevents the browser from communicating with processes running on the SMA.
 - The Continuous Access user interface server is still starting. The Continuous Access user interface waits for Command View EVA to start first.
 - The “unable to find the server” dialog box appears behind a Continuous Access user interface browser window. Respond to the message and reopen the application to clear the condition.
 - The Continuous Access user interface is being accessed from the SMA. This is not supported. Close the browser window and browse to the application from another client.
- Verify that Command View EVA is installed on the SMA. When the Continuous Access user interface starts, it displays this message if it cannot find Command View EVA. If Command View EVA is not installed on the SMA, install it before starting the Continuous Access user interface.
- Verify that the SANworks Module Loader is present as a service on the SMA. If the SANworks Module Loader is not present, reboot the SMA. After rebooting, if the SANworks Module Loader is still not present, uninstall and reinstall the Continuous Access user interface.

If the SANworks Module Loader is present as a service, manually stop and restart it. To do this:

 1. Exit all browser connections to the SMA.
 2. Log in to the active SMA using the console interface or terminal services.
 3. From the SMA desktop, click **Start > Settings > Control Panel > Administrative Tools > Services**.

The Services window opens.

 4. Right-click the **SANworks Module Loader** service and then click **Stop** (see [Figure 3](#)).

The status changes from **Started** to blank.

 5. Right-click the **SANworks Module Loader** service and then click **Start**.

The status changes from blank to **Started**.

The Continuous Access user interface is ready to be restarted.

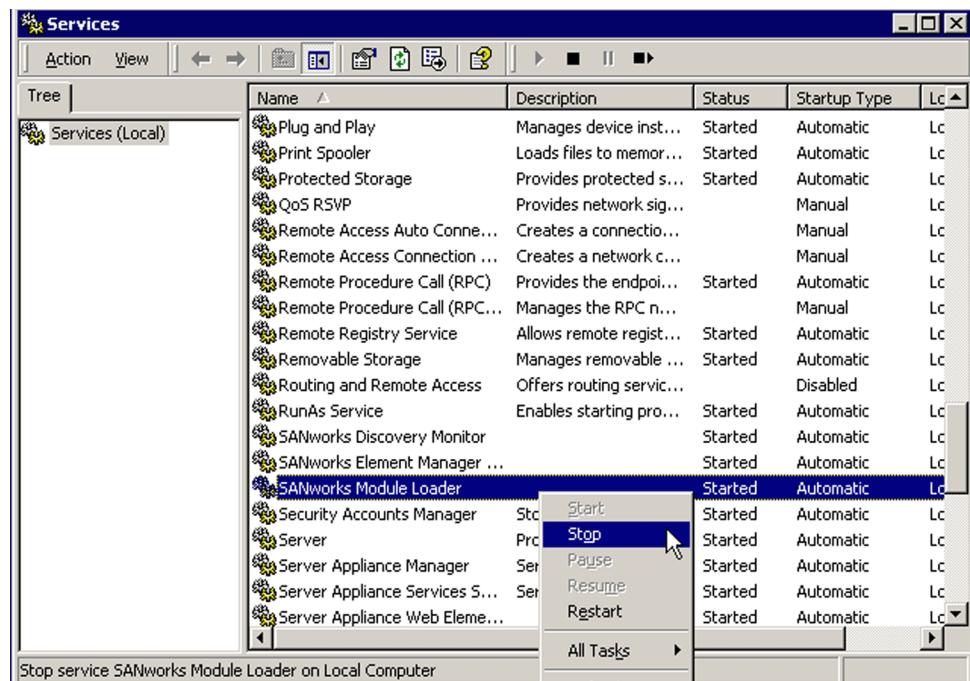


Figure 3: Stopping the SANworks Module Loader service

- Delete your database if you see the following messages in the *message.log* file, which is found on the SMA in the folder C:\Program Files\Compaq\SANworks\Modules:

```
Error: Failed to load from database after rollback!  
Caught exception:  
javax.transaction.TransactionRolledbackException:  
Failed to read from database:
```

To delete the Continuous Access user interface database:

1. Log in to the active SMA using the console interface or terminal services.
2. Stop the SANworks Module Loader (see steps 2, 3, and 4 in the procedure above for detailed instructions on how this is done).
3. Browse to the C:\Program Files\Compaq\SANworks\Modules folder and delete the file named message.log.
If folder options on the SMA are set to **Hide file extensions for known types**, this file is displayed as message.
4. Browse to each of the following four folders and delete all files with a .db extension:
 - C:\Program Files\Compaq\SANworks\Modules\drm\database
 - C:\Program Files\Compaq\SANworks\Modules\drm\database\backup
 - C:\Program Files\Compaq\SANworks\Modules\nexus\database
 - C:\Program Files\Compaq\SANworks\Modules\nexus\database\backup

Caution: Do not delete the backup folders in either of the two database folders.

5. Reboot the SMA.

After restarting the SMA, start the Continuous Access user interface normally.

Logging and events

The following issues relate to Logging and Events.

View Log Activity tab may require manual refresh

The Continuous Access user interface updates the View Log Activity tab every two hours by default or at the time interval specified in the `nexus.properties` file (see “Changing the Log Refresh Interval” in the Continuous Access user interface online help).

This update to the Continuous Access user interface, however, is principally designed to automatically detect new logging activity; it is not the same as performing a Refresh Display operation. The automatic update displays cached information about the status of logging activities. Consequently, logging messages that are not a first occurrence may contain outdated information.

To force the Continuous Access user interface to actively poll for the most recent status of logging activity, perform a Refresh Display operation.

Multiple events

The Continuous Access user interface may display what appear to be duplicate events. This is expected behavior in the following cases:

- When you operate on a DR group, the storage systems generates an event for each half of a DR group. In some cases, it is clear that one event is for the source and the other is for the destination; however, in some cases the events are labeled identically.
- If you have configured active-active SMAs, both SMAs generate events in the SAN. Consequently, duplicate entries for the same event display in both SMA’s event logs.
- If the time stamps of multiple events do not match, refer to “Synchronizing Time on the SMAs” in Chapter 5 of the *HP StorageWorks Continuous Access EVA V1.1B Operations Guide*.

Event codes

The following issues are related to event codes if you are using VCS V3.20.

Event codes with VCS V3.02

The following events listed in step 8 of the Continuous Access user interface online help topic “Configuring the Storage Management Appliance for Events” do not exist for VCS V3.02:

- c 0 0 c
- c 1 5f c
- c 2 61 c

New VCS V3.02 event codes

The following event codes are new to VCS V3.02 and are helpful for troubleshooting in the Command View Event Log. However, these event codes are not displayed in the Continuous Access user interface:

- c 17 63 c
- c 18 64 c
- c 1a 0 c
- c 1c 61 c
- c 1d 0 c
- c 1e 5f c
- c 1f 0 c
- c 20 65 c
- c 21 66 c

If you are using VCS V3.02, then the event code displayed in the Continuous Access user interface as c 15 0 c is displayed as c 15 5f c in the Command View Event Log.

Refresh takes a long time or appears to hang

In rare circumstances, the Continuous Access user interface attempts a refresh operation and requests information from the underlying hardware while it is busy rebuilding internal data. If the user interface detects this situation, it retries the request after a three-second delay. Depending on the configuration of the SAN, this can result in a noticeable delay for the refresh operation.

About VCS V3.0, V3.01, and V3.02

The Continuous Access user interface V1.1 can manage storage systems running VCS V3.0, V3.01, and V3.02.

Note: Any reference to VCS V3.01 in the Continuous Access user interface or Continuous Access EVA documentation applies to V3.01 and any subsequent patches to it.

VCS upgrade

When upgrading VCS, close all applications on the SMA except Command View EVA, which is needed to upgrade the EVA. Make sure that applications like the Continuous Access user interface, Storage Provisioner, or Business Copy are not running.

VCS upgrade requires rescan of the SAN

If you are using the Continuous Access user interface to manage a storage system running VCS 3.0 and then upgrade VCS on that storage system, perform a rescan SAN operation so that the Continuous Access user interface can read the new VCS version and allow additional functionality to that storage system.

VCS downgrade

If you downgrade a storage system running VCS V3.01 or V3.02 to VCS V3.0, the Continuous Access user interface may display unexpected and seemingly arbitrary information when it starts. If this is the case, perform a rescan SAN operation to synchronize the user interface with the objects in the SAN.

Suspend displayed until full copy completed

When a DR group fills available disk space with its log, the members of the DR group are marked for a full copy. If you use the Continuous Access user interface to resume the link (or data replication), the properties on the DR group still display the state of the DR group as suspended until the full copy is complete.

The Continuous Access user interface log files

The Continuous Access user interface stores logging information on the SMA in two files:

- `message.log` found at `C:\Program Files\Compaq\SANworks\Modules`
- `commandlog.log` found at `C:\Program Files\Compaq\SANworks\Modules\nexus\resources`

These files are for the use of HP service and support personnel.

About `message.log`

The Continuous Access user interface writes errors, exception dumps, and stack traces to the `message.log` file. The information contained in this file is useful to the developers because much of this information refers back to specific lines of code. This log file can grow to 5 MB, and then it is either saved with `.old` appended to the name or it overwrites the existing `message.log.old` file.

About `commandlog.log`

Nexus, a sub-component of the Continuous Access user interface, writes to the `commandlog.log` file. This file contains all the message traffic between Nexus and Borg, a subcomponent of Command View EVA. The size of this log file is set by default to 5 MB. When the log file fills up, it is either saved as `old_commandlog.log` or it overwrites the existing `old_commandlog.log` file. Afterwards, Nexus starts writing to a new (and empty) `comandlog.log` file.

Configuring `commandlog.log` file size

You can configure the `commandlog.log` file size in the entry called `LogSize` in the `nexus.properties` file on the SMA in the folder `C:\Program Files\Compaq\SANworks\Modules\nexus\properties`. The entry is in bytes. For example, 5000000 (the default) is equal to 5 MB. There are also two entries in `nexus.properties` that let you change the name of the `commandlog.log` file and the name of the overflow log file.